



Coverage Decisions and Appeals

Part D Prescription Drugs • Contact Information

Coverage Decisions and Appeals for Part D Drugs

Use the contact information below to request a coverage decision or file an appeal about your Part D prescription drugs.

Call	1-866-270-3877 Calls to this number are toll free. We are available 24 hours a day, seven days a week.
TTY	711 This number requires special telephone equipment and is only for people who have difficulties hearing or speaking. Calls to this number are free. We are available 24 hours a day, seven days a week.
Fax	1-855-668-8552
Write	Navitus Health Solutions Prior Authorizations PO Box 1039 Appleton, WI 54912-1039

Forms and Where to Find Them

These forms are on the member resources page at

<https://www.nativeadvantage.com/member-resources>. They come from Navitus, and Member Services can also post one to you.

- Coverage Determination Request — to ask us to cover a drug, or for an exception to a rule.
- Redetermination Request — to appeal a decision we have already made.
- Prescription Drug Claim Form — to be paid back for a drug you bought.

Navitus Health Solutions is the pharmacy benefit manager for Native Advantage (HMO).

Native Advantage is a Health Maintenance Organization (HMO) with a Medicare Contract. Enrollment in Native Advantage depends on annual contract renewal. Native Advantage is offered by Native Advantage, Inc., a subsidiary of the Muscogee (Creek) Nation.